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automatically preparing a comment about the subject's action or inaction [, and
sending the comment to a comment collection system].

A3
9. (amended) A method of automatically preparing a case record for an alternative
dispute resolution process, comprising:
collecting communications between an automated alternative dispute resolution system
and at least one of the parties to the dispute, and
automatically summarizing the collection of communications [, and
presenting the summary and the collection of communications as the case record to a
dispute resolver]. --

Add new claims 13-45 as below:

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-- 13. The method of claim 1, further comprising receiving approval from the party to
send the processed communication to another party.

14. The method of claim 13, further comprising sending the processed
communication to the other party.

15. The method of claim 9, further comprising presenting the summary and the
collection of communications as the case record to a dispute resolver.

A4
Cont.

16. A method of facilitating dispute resolution between a complainer and a
complainee, comprising:
automatically preparing a comment relating to a procedural status of a dispute between
the complainer and the complainee, and
appending the comment to a comment file of at least one of the complainer and
complainee.

17. The method of claim 16, further comprising automatically preparing a subsequent
comment relating to a subsequent procedural status of the dispute, and updating the at least one
file to include the subsequent comment.

18. The method of claim 17, further comprising automatically preparing a summary
of the dispute.

19. The method of claim 16, wherein existence of the automatically prepared
comment enables at least one of the complainer and complainee to add a manually prepared
comment to a comment record of the other of the complainer and complainee.

20. The method of claim 16, wherein the comment file is publicly accessible.

21. A method of facilitating dispute resolution between a complainer, a complainee
and a third party, comprising:
sending a complaint from the complainer to the complainee,

receiving a response from the complaine~~e~~ indicating that the complaint should be presented to the third party, and

automatically sending the complaint to the third party.

22. The method of claim 21, further comprising receiving a response from the third party indicating that the complaint should be presented to the complaine~~e~~, and automatically following a procedure for determining which of the complaine~~d~~ and the third party is responsible for responding to the complainer.

23. The method of claim 22, wherein the determination procedure includes automatically selecting one of the complaine~~e~~ and the third party in accordance with a predetermined selection characteristic.

24. A method of facilitating dispute resolution between a complainer and a complaine~~e~~, comprising:

automatically preparing a summary of an emotional state of the complainer, and incorporating the summary in a complaint.

25. The method of claim 24, wherein the automatically preparing is based on responses of the complainer to a form including fields for entering specified facts and at least one field for entering free-form text.

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26. The method of claim 25, wherein the complainer is able to associate an image or attachment with the complaint.

27. The method of claim 24, further comprising sending the complaint to the complainee.

28. The method of claim 24, further comprising automatically docketing the complaint for follow-up action.

29. The method of claim 28, further comprising automatically sending at least one reminder of a deadline for follow-up action.

30. The method of claim 29, wherein the reminder is one of an e-mail message, a facsimile transmission and a voice mail message.

31. The method of claim 24, further comprising automatically preparing a comment relating to a procedural status of the complaint, and appending the comment to a comment file of at least one of the complainer and complainee.

32. The method of claim 31, wherein the comment file is publicly accessible.

33. The method of claim 24, further comprising automatically detecting when the complainer and complainee are in agreement about a dispute resolution.

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cont.

34. The method of claim 24, further comprising automatically checking whether at least one of the complainer and complainee complied with an agreement for dispute resolution, the agreement formed in response to the complaint.

35. The method of claim 24, further comprising automatically advising at least one of the complainer and complainee about outcomes of other disputes.

36. The method of claim 24, further comprising automatically preparing a summary of a dispute between the complainer and complainee.

37. The method of claim 36, wherein the summary includes non-responsiveness or tardiness of at least one of the complainer and complainee in responding by a deadline.

38. The method of claim 24, comprising sending a response to the complainer on behalf of the complainee including information provided by the complainee during a set-up period.

39. The method of claim 24, further comprising checking whether the complainer provided additional information requested by the complainee.

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Cont.

40. A system for automated alternative dispute resolution, comprising:
an interface for automatically receiving a communication from a party, the
communication being a portion of a pre-defined dispute resolution process,
a processor for processing the communication, and
an interface for providing the processed communication to the party.

41. A system for automatically providing a comment relating to an automated
alternative dispute resolution process, comprising:
a processor for determining that an action or inaction by a subject has occurred in a pre-
defined dispute resolution process, and for automatically preparing a comment about the
subject's action or inaction.

42. A system for automatically preparing a case record for an alternative dispute
resolution process, comprising:
an interface for collecting communications between an automated alternative dispute
resolution system and at least one of the parties to the dispute, and
a processor for automatically summarizing the collection of communications.

43. A system for facilitating dispute resolution between a complainer and a
complainee, comprising:
a processor for automatically preparing a comment relating to a procedural status of a
dispute between the complainer and the complainee, and for appending the comment to a
comment file of at least one of the complainer and complainee.